



Workforce Ready Order Form

Date: 8/31/2017
Version #: 1
Expires: 9/29/2017

Customer PO #:
Salesperson: Barry Madsen

Bill To: Attn: Steven Drazner
OAK PARK VILLAGE OF
123 Madison St.
Oak Park, IL 60302

Ship To: Attn: Steven Drazner
OAK PARK VILLAGE OF
123 Madison St.
Oak Park, IL 60302

FOB: Shipping Point
Shipping Method: FedEx Ground
Currency: USD
Payment Terms: N30

Solution ID: 0
Email Contact: sdrazner@oak-park.us
Phone #: 708-358-5462

THIS WORKFORCE READY ORDER FORM ("Order Form") is by and between Kronos Incorporated ("Kronos") and the customer who has signed in the space provided below or electronically clicked a box indicating its acceptance ("Customer"). This Order Form incorporates the Kronos terms and conditions for the ordered Services which shall be attached to Customer's initial Order Form ("SaaS Terms and Conditions"), and together they form the Agreement between the parties. Customer has read and agrees to the SaaS Terms and Conditions, including any applicable policies referenced therein. Capitalized terms on this Order Form are defined where they appear on this Order Form or in the SaaS Terms and Conditions. As of the Start Date, Kronos will provide, and Customer will purchase, under the SaaS Terms and Conditions, the SaaS Services listed below. Customer may order additional or amended Services in the future via additional signed or electronically accepted Order Forms. Such Order Forms plus the SaaS Terms and Conditions, whether attached to an Order Form or not, will govern such added or amended Services.

Initial Term: Co-Term

Billing Start Date: 90 days from execution of Order Form

Renewal Term: One Year

Payment Terms: N30

Billing Frequency (unless otherwise noted, all invoices are due per the payment terms noted above)

SaaS Services: Monthly In Arrears

Professional Services: Fixed Fee, 100% at Signing

The Professional Services Engagement Overview is attached to this Order Form as a summary for the implementation services to be provided by Kronos for the Workforce Ready Setup Fees set forth on this Order Form.

SaaS Services

Item	License/Qty	Unit Price	Discount	Price
Workforce Ready HR	325	\$3.15	37%	\$1,023.75
Minimum Monthly Total:				\$1,023.75

Setup Fees

Item	Total Price
Workforce Ready Setup Fee	\$2,437.50

Quote Summary

Item	Total Price
Minimum Monthly Fee	\$1,023.75
Minimum Annual Fee	\$12,285.00
One Time Setup Fees	\$2,437.50

OAK PARK VILLAGE OF

By: 

Name: Cara Paulick

Title: Village Manager

Date: 9/12/17

REVIEWED AND APPROVED
AS TO FORM

SEP 12 2017

LAW DEPARTMENT

Kronos | Time & Attendance • Scheduling • Absence Management • HR & Payroll • Hiring • Labor Analytics
Kronos Incorporated 297 Billerica Road Chelmsford, MA 01824 (800) 225-1561 (978) 250-9800 www.kronos.com

Professional Services Engagement Overview

Purpose and Overview of Engagement

This Professional Services Engagement Overview outlines the scope of services to be provided by Kronos for the Setup Fees indicated on the applicable Order Form, to OAK PARK VILLAGE OF ("Customer") related to the Core Modules, Value-add Modules, and/or Optional Services contained in the document. Our Professional Services engagements are designed to help our Customers successfully implement your Core Modules, as well as enable you to easily layer Value-add Modules and functionality over time based on your priorities, schedule, and resources.

The Kronos® Workforce Ready® (WFR) Professional Services engagement described herein is fixed price based and is subject to the terms and conditions governing your Kronos Workforce Ready – Software as a Service (the "Agreement"). Unless otherwise defined herein, words and expressions defined in the Agreement shall have the same meaning in this Professional Services Engagement Overview.

Your Workforce Ready SaaS Solution

OAK PARK VILLAGE OF and Kronos are deploying the following WFR modules with 1 location(s) and 0 collective bargaining agreement(s).

Core Modules	Employees	Deployments	Estimated Duration *from project kickoff
Workforce Ready HR	325	1	75 Days

OAK PARK VILLAGE OF and Kronos Collaboration

A successful Professional Services Engagement will require close collaboration between OAK PARK VILLAGE OF and Kronos. The Kronos Professional Services team is equipped to help keep you on target for meeting project milestones and requirements, as well as to assist you in configuring and deploying the Kronos Workforce Ready solution that meets your organization's specific requirements. Your organizations participation and commitment to the project goals and timeline are critical to help ensure success. Please see the Kronos Workforce Ready Professional Services Engagement Guidelines at <https://www.kronos.com/kronos-workforce-ready-implementation-guidelines> to review both parties' responsibilities

The Estimated Duration stated above is an estimate based upon our experience with our customers and products. Depending upon the preparation and engagement of your organization, there may be opportunity to accelerate the completion of this engagement. However, the Estimated Duration may be exceeded based on the level of preparedness, bandwidth, and skill level of your available resources. Other examples that may extend the Estimated Duration include: separate deployments of the solution, having a unionized workforce, and policies that vary across employee groups.

Core Functionality Deliverables

Working in close collaboration, OAK PARK VILLAGE OF (client) and Kronos will deploy the following core modules and functionality in 75 estimated days from project kick-off:

WFR Core	Kronos Delivered Value
HR Module core functionality	WFR HR core functionality deployment gets you started by establishing HR as the system of record for employees, one of the most important foundational components, through: • Core employee demographics • Onboarding • Checklists ○ Up to 10 included • Personnel management • Benefits administration • Open enrollment / life event • Work Flows ○ Up to 10 included • HR documents & forms ○ Up to 10 custom forms • Incident tracking • Certification / Credential • Asset management • Compliance reporting • Standard reporting • One-Time data load using customer-supplied data for current year in a standard Kronos-supplied format • HR Admin Training

Value-Add Functionality Deliverables

Once your core functionality is deployed, Kronos will work in close collaboration with OAK PARK VILLAGE OF to deploy the following Value-Add modules and/or functionality over time in in short, agile deployments aligned with your priorities, schedule, and resources:

Online Training and Support Tools

The My Learning area within Workforce Ready provides immediate access to online, role-based education content and support tools that provide step-by-step training on solution features and functions to drive proficiency and user adoption. Your managers and employees can gain proficiency and boost productivity by taking full advantage of:

- **Three-minute simulations:** Quick demonstrations of common tasks provide effective training or skills reinforcement
- **Job aids:** Handy, printable reference sheets with step-by-step instructions for performing common tasks supplement and support employee training to drive high user adoption and productivity
- **Sandboxes with exercises:** Available for Administrators, these tools let users practice performing tasks from an exercises document in a training database

Please see [Workforce Ready Customer Training Options](#) for more information on training roles and available content.

Assumptions

Kronos has used the following assumptions and dependencies in preparing this Professional Services Engagement Overview:

- All services will be delivered remotely, unless otherwise stated.
- The project kick-off date will be determined based on complexity of the implementation and resource availability, and may start up to 60 days after a Workforce Ready Order Form is executed by the Customer.
- Prior to the start of the project, the Customer will confirm in writing the business and technical requirements of the project.
- Kronos will communicate with Customer's Project Manager, the appointed Point of Contact for Customer on this project. He/she will be responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for Customer. Customer is responsible for all hardware, software, and services provided by other consultants or third party vendors that may also be involved with the project.
- Kronos will not be responsible for troubleshooting the Customer's environment such as their operating system, hardware resources, or database
- Kronos will not be responsible for troubleshooting applications or hardware not provided by Kronos.
- Change Orders are subject to scope review and may impact the project timeline or cost. If additional work beyond the initial scope of this Professional

Change Orders

Requests for change to this Professional Services Engagement Overview or the project it covers must be submitted to your Kronos Sales Executive and Kronos Workforce Ready Consultant in writing.

Any of the following items will be considered Out of Scope and require a Change Order:

- Material changes in the Scope or effort
- Material changes in the number or type of Deliverables to meet the defined scope of effort
- Changes to the project resource requirements
- Changes to scheduled dates after acceptance of the Project Plan

Kronos will estimate the time and fixed cost needed to implement the change and the impact it may have on the delivery of project covered under this Professional Services Engagement Overview. Kronos will perform the requested work once the Change Order has been completed and signed by the Customer.

Completion Criteria

The project covered under this Professional Services Engagement Overview will be considered complete when any one of the following completion criteria is met. Once one of these is met, no further work will be completed. If additional work is required, a Change Order or new Professional Services Engagement Overview must be generated.

Completion Criteria:

- The Customer has approved in writing
- The System has been put into use within a production environment for 14 calendar days
- More than six (6) months has passed since the date of signature of the Workforce Ready Order Form

The Customer may provide approval in writing via email or an alternative agreed upon method.

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